

Classification: Open	Decision Type: Key
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Report to:	Cabinet	Date: 12 February 2025
Subject:	Adult Carers Strategy 2025-2029 and Commissioning Intentions	
Report of	Deputy Leader and Cabinet Member for Health and Adult Care	

1. Summary

- This report is to approve the implementation of the new Bury Adult Carers Strategy- 2025- 2029 and commissioning intentions, based on aspirations to improve the quality of life of unpaid carers in Bury.
- The Strategy focusses on unpaid Carers (those who provide unpaid and informal care to their friends or family) who deliver invaluable support for loved ones and friends on a daily basis. They coordinate care and appointments, provide personal care, and improve the wellbeing of those they look after. It is important that health, care and the community and voluntary sector support unpaid carers to continue to provide the invaluable tasks that they carry out every day.
- The document has been prepared at a time of great challenge and pressure within the health and social care sector, however the new Strategy strengthens our commitment to support unpaid carers and sets out how we plan to work with all our partners on a range of actions to be delivered between 2025 and 2029.
- This has been an opportunity for carers to design their strategic vision with the Council and wider partners and directly contribute to the action plan which will be owned and delivered by partners across Bury.
- The work of supporting carers cannot just rely on a few committed individuals to implement our ambitions, awareness of carers needs to be embedded in strategic level partnerships across the whole of health, social care and the community, to ensure carers are recognised, and to promote the support that might help carers to live a full life whilst caring for others.

2. Recommendation(s)

2.1 The recommendations are to

- To approve the implementation of the Adult Carers Strategy 2025-2029.
- Approve a tendering exercise for a provider to deliver a service for unpaid carers across Bury.
- The new provider to enter a 4 year arrangement, including a 1 year extension-subject to performance and review.
- Delegated authority to the Director of Adult Social Services and Community Commissioning for contract award and any future extensions relevant to this contract. (Within the specified Contract provision).

3. Reasons for recommendation(s)

- 3.1 The previous Bury Carers Strategy 2021- 2024 is now out of date and requires updating to ensure that it is fit for purpose.
- 3.2 To reflect the new commitments in the Strategy there is a need to refresh the current service specification delivered by commissioned provider
- 3.3 Current contractual arrangements end on the 31st May 2025, therefore there is a need legally to procure for a new service.
- 3.4 The Local Authority has a duty to provide care and support to those individuals assessed as needing this pursuant to assessments under Part 1 Care Act 2014. This includes under s 10 a duty to assess carers who may have needs for care and support and under s 20 a duty and in certain circumstances provide any assessed eligible care and support needs for carers.

4. Alternative options considered and rejected

- 4.1 Procurement rules do not allow any further extensions to previous contractual arrangements. Therefore, the only option is to engage in a procuring process.

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5. Background

- 5.1 **The Care Act 2014** recognises that supporting adult carers is as important as supporting the people they care for and gives adult carers the right to support from local authorities, which include:
 - Information and advice
 - Preventative services
 - A right to request a Carers Assessment
 - To meet identified carers' needs based on national eligibility criteria.
- 5.2 **The Social Care White Paper – People at the heart of care** acknowledges the valuable contribution of unpaid carers and their impact on the lives of the people they care for. 'We rely on the crucial contribution of those who provide care to a family member, friend or neighbour, either in part or totality' and

goes to say that 'We will continue to celebrate and support the amazing work they do.'

- 5.3 **The Greater Manchester Carers Charter** introduced in January 2018, all 33 organisations in the Greater Manchester Health & Social Care Partnership made a commitment to deliver on the rights of carers by working together in partnership to provide the best quality support for all carers, through our commitment to carers and action plan.

6. Development of Adult Carers Strategy 2025-2029

- 6.1 The 2021 Census data reports that there were an estimated 18,219 unpaid carers in Bury. Though this amount will fluctuate as carers move in and out of caring situations, it is expected that this number will continue to increase over time, as higher numbers of people with complex social and health care needs are expected to require support in the future and the population lives longer.
- 6.2 The new Adult Carers Strategy 2025-2029 is Bury's response to the statutory guidance and outlines the commitments and actions to support unpaid adult carers in the future.
- 6.3 The vision is that we want Bury to be a place for people who provide unpaid care to be:

Recognised and valued for the care they provide and are supported, both in their caring role and as an individual. Carers will be able to get the support they need, when they need it and in the way that works best for them.

- 6.4 This strategy recognises the significant contributions of carers in supporting the wider health and care system and preventing, reducing and delays access to service and challenges faced by carers and aims to enhance their support and recognition.
- 6.5 The strategy seeks to address local issues and strengthen integration of health, social and voluntary services to enable the priorities to be achieved to improve the lives of carers. Additionally, it sets out a plan on how we will maintain our progress and enhance those areas where we need to improve over the next 4 years.

7. Engagement and Co-production

- 7.1 The strategy was developed through extensive engagement and was co-produced with carers and stakeholders. The Council and partners were eager to imbed collaboration at every stage and underpin the key principles of co-design and co-production. Activities included
- Dedicated event for the Carers Strategy on the 28th November 2025
 - Bespoke surveys for Carers and their families
 - Workshops, and feedback sessions to shape commitments and actions in the strategy.

- Community engagement events with our minority communities and young adult carers.

7.2 Key insights from engagement and co-production activities.

7.3 Below are the key insights from carers in the co-production and engagement activities which has been built into the new strategy. These insights reflect the diverse experiences and needs of carers, emphasizing the importance of tailored support and effective communication within the system.

7.4 Challenges and Needs:

- ★ Carers expressed that they do not seek to be relieved of their caring roles but need support to continue caring while maintaining their own lives.
- ★ Many carers shared their frustration with the system, particularly during transitions between services, where they often feel unheard and face continuous battles to access support.
- ★ Carers have expressed the need for more support, recognition, and respect from professionals.
- ★ Carers emphasised the importance of peer support, learning, training, and having the right tools to aid them in their roles.
- ★ The needs of Young Adult Carers need to be understood stronger, where there needs to be closer relationships with young adult services and community assets.
- ★ Effective partnership working is crucial for early identification of carers and minimising the effects of caring.
- ★ Carers' health and wellbeing are paramount, and recognizing and supporting carers is essential for improving the care provided to those they support.
- ★ There is a need for more digital access to information for working carers and flexible, neighbourhood-level support to cater to different carers' needs.





Cultural and Community Insights:

- ★ Carers from the Asian community highlighted the significance of intergenerational support within households, where younger family members often advocate for older generations due to language and cultural barriers.
- ★ Elderly carers from the Asian community face additional challenges, such as language barriers, which hinder their access to information, advice, and social networks.
- ★ Carers praised the support provided by the Bury Carers' Hub and expressed a desire for more activities to be available at various times to accommodate different carers' circumstances.
- ★ The importance of having breaks from caring was highlighted, with carers noting that breaks can take various forms depending on their needs.



8. Bury's Commitments to Carers

8.1 As well as bringing a focus on integrating services and support for Carers in a way that is meaningful to them, to ensure that we deliver improved experiences and outcomes in the borough, the strategy includes several key commitments:

-  **Commitment 1- To identify and support carers as soon as possible.**
-  **Commitment 2- Carers can access the right support and information when they need it, in the way that works best for them.**
-  **Commitment 3- We will raise the profile of carers across Bury. Carers will be encouraged to recognise their role and have their rights championed and promoted.**
-  **Commitment 4- To reduce inequalities by improving identification of and support to Carers from under-represented groups.**

9. Governance and Oversight

9.1 The **Bury Carers Strategy Group** will oversee the implementation of the strategy, ensuring continuous engagement and feedback from carers.

9.2 Oversight of the Strategy delivery will be provided by the Chair of the Bury Carers Strategy group and the areas for action will be driven by the Bury Carers Strategy group. The work will be undertaken by nominated partnership leads and stakeholders across the health and social care workforce and the wider community.

10 Intention to Commission a new Carers service

10.1 Based on the findings of this strategy, there is an intention to commission a new service specification that meet the needs of carers in the borough. At the core of service delivery will be a need to work proactively to identify all unpaid carers, deliver support that improves the quality of life carers and ensuring that the commitments outlined in this strategy are met.

10.2 The commissioning process will involve collaboration with carers and stakeholders to ensure that the new provider meets the diverse needs of carers in Bury.

10.3 The tender will proceed after the approval of this report with a start date of the 1st June 2025. It is proposed that the contract value will be £800,000 with contractual arrangements for a 4 year period. There will be an option to extend the contract for an additional one year subject to performance.

Links with the Corporate Priorities:

The work of supporting carers cannot just rely on a few committed individuals - to implement our ambitions, awareness of carers needs to be embedded in strategic level partnerships across the whole of health, social care and the community, to ensure carers are recognised, and to promote the support that might help carers to live a full life whilst caring for others.

The Let's Do It Bury Strategy sets out four clear principles which will be guided by our work.

- **Local-** ensuring carers can access support local to them.
- **Enterprise-** that our local partners who support unpaid carers have the skills and accessibility to deliver high quality provision.
- **Together-** putting our carers and the people they support, at the centre of decisions and seeing them as experts, working alongside professionals.
- **Strength based-** the support we provide to carers is based on what each person needs.

Adult Social Care Strategic Plan 2023-26

This plan sets out the Adult Social Care Department's roles and responsibilities on behalf of Bury Council. It explains who we are, what we do, how we work as an equal partner in our integrated health and social care system and identifies our priorities for the next 3 years which are:



The mission is to work in the heart of our communities providing high-quality, person-centred advice and information to prevent, reduce and delay the need for reliance on local council support. For those eligible to access social care services, we provide

assessment and support planning with an emphasis on building on individual's strengths and promoting independence in line with our statutory responsibilities to all people over the age of 18 resident in the borough.

We are proud to recognise carers as a protected characteristic in Bury which means we are committed to considering the implications of all our policies and decisions on carers and taking action to improve the experience and outcomes of carers in our borough and workforce.

Equality Impact and Considerations:

Full EIA has been completed with positive and neutral impacts identified. No mitigations or further actions have been required from this analysis

Environmental Impact and Considerations:

An environmental impact assessment has not been undertaken for the review, as there are no implications or carbon impact of this decision.

Assessment and Mitigation of Risk:

Risk / opportunity	Mitigation

Legal Implications:

1. The wellbeing principle in the Care Act 2014 applies to adult carers, young carers and parent carers (falling within the Act's scope, see paragraph 1.3 statutory guidance) as well as those they care for (s1 CA 2014). In the accompanying Care and Support Statutory Guidance and the Care and Support (Eligibility Criteria) Regulations 2014, regulation 3 the eligibility criteria are set out.
2. However, in addition Local Authorities must establish and maintain an information and advice service which takes account of the local carer population and is accessible (s4(1) Care Act 2014) including for Support for carers. Section 4(2) specifies what this information and advice must contain.
3. The publication of a Carers Strategy evidences how the Authority satisfies this requirement. The information and advice service must be accessible to and proportionate to the needs of those it is provided for (s4(4) Care Act 2014). Paragraph 3.18 and 3.27 onwards of the Care and Support Statutory Guidance sets out that accessibility means that the information and advice should be open to everyone who would benefit from it and should meet the needs of the local population. There are extensive parameters as to when,

what and how information and advice should be shared. The carers strategy therefore builds on these requirements and demonstrates the organisation's commitments to carers.

4. Furthermore, the summary of commissioning intentions evidences compliance with Care Act 2014 requirements. For example, section 5(4) Care Act 2014 specifies that Local Authorities must in promoting equality and diversity in service provision have regard to the needs of carers within its area when arranging for the provision of services externally.
5. The tendering process must be compliant with the Council's Contract Procedure Rules. Procurement will be undertaken with support from the Procurement team

Financial Implications:

To be completed by the Council's Section 151 Officer.

6. The costs will be met from existing budget provision built into the medium term financial strategy.

Appendices:

Please list any appended documents.

Background papers:

Please list any background documents to this report and include a hyperlink where possible.

Please include a glossary of terms, abbreviations and acronyms used in this report.

Term	Meaning